

COMMUNICATIONS PORTAL

Effective: July 15, 2003
Revised: July 15, 2003
Owner: Norm Johnson

PURPOSE

This policy and procedure defines the Information Technology Services (ITS) Network Operations Communications Portal (OCP). The ITS OCP is for all State Agencies to access and view real time and historical metrics, SORs (Service Outage Reports), access and view important information on current outages, major service status, open tickets, news and successes, project status updates, and to communicate directly with Network Operations via live chat.

It is also intended to assist ITS support personnel in the administration and support of ITS and agency products identified in the SDP (Service Delivery Process), including telecommunications systems, open systems, e-mail systems, LAN systems, mainframe systems, databases, storage, security systems, wireless systems, printing systems, and others.

SCOPE

This policy and procedure applies to all Information Technology staff that access the OCP and those who administer the OCP. This policy applies to all ITS production services. Access to the OCP is limited to State employees only.

BACKGROUND

ITS designed and developed an Operations Communications Portal for ITS and its Customers to utilize as a source of information for ITS and State Agencies. This product enhances the service that ITS provides to its customers by providing current information regarding production services.

POLICY

Only approved individuals have the ability to make content changes within the Communications Portal. Section and Group managers review and approve all content before it is entered in-to the OCP production environment.



Deployment of the OCP to production follows current ITS Network Operations deployment procedures. Future upgrades to the OCP will follow the ITS Service Delivery Process (SDP).

PROCEDURE

Responsibility / Action

Group/Section

1. Tier Two: Subject Matter Experts are responsible for updating the OCP for current announcements, i.e., current outages, customer reports from the CRM, and responding to live chat.
2. Tier Three: Network Operations and System Administration is responsible for all updates, maintenance of the operating system, hardware support, and network connectivity to the production system as per the deployment procedure. System Administration will add updates to metrics and graphs as received by the capacity-planning group .
3. Tier Four: Configuration Management is for acceptance testing new applications, features, enhancements, etc., to the OCP.
4. Level Five: Engineering, or a delegated representative, is responsible for creating enhancements, features, and new engineering to the OCP.
5. The Capacity Planning Group is responsible for providing current metrics, updated metrics, historical metrics, and additional monitoring of production services.
6. All ITS technical staff that fix problems are responsible for creating Service Outage Reports, according to the Remedy impact procedure.
7. The technical staff provides the SORs to the Customer Relationship Managers. The CRMs are responsible for creating the customer report from the Service Outage Report. They will also provide the customer report to the Tier Two Manager for posting to the OCP.
8. The Network Operations Manager must approve updates or improvements to the OCP.

